

SA 2011-238. w/s
230608

Easterling, Deborah

From: Frank Graziani [mailto:frankgraziani.com]
Sent: Friday, June 24, 2011 1:22 PM
To: Contact
Subject: PSC Website Comments:

Sir or madam

Please see my withdrawal statement below in regards to my complaint of Carolina Water Service.

Please let me know of any questions.

Thank you

Frank Graziani

Mr. Graziani –

I apologize that I initially advised you to send your statement withdrawing your complaint about the tree removal issue to me – I have since been advised by the ORS legal staff that you should send the statement to the PSC. The PSC's e-mail contact address is contact@psc.sc.gov. The PSC will issue a directive/order dismissing the complaint hearing scheduled for July 19th after receiving your statement.

Thank you -

April Sharpe

*Manager, Consumer Services
SC Office of Regulatory Staff
1401 Main Street
Columbia, SC 29201
Telephone: (803) 737-5252
Toll Free: (800) 922-1531
Fax: (803) 737-4750
asharpe@regstaff.sc.gov*

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From: Frank Graziani [mailto:frankgraziani@yahoo.com]
Sent: Friday, June 24, 2011 11:22 AM
To: Sharpe, April
Subject: Re: complaint re: tree involving Carolina Water Service

Mrs. Sharpe,

Thank you for your message attached.

As we spoke, I confirm that, subsequent to my complaint submitted, that the tree has been removed. Therefore, I withdrawal my complaint concerning the tree removal.

I still desire the history of poor customer service provided by CWS on this matter to be considered by the Commission in their decision on CWS' rate increase; and, appreciate information on how to properly make it part of the hearing procedures.

I hope this is helpful, please let me know of any questions.

Frank Graziani

On Jun 24, 2011, at 10:05 AM, "Sharpe, April" <asharpe@regstaff.sc.gov> wrote:

Mr. Graziani –

Thank you for your time this morning – you can send your statement withdrawing your complaint regarding the tree removal that involved Carolina Water Service (“CWS”) to my email address:asharpe@regstaff.sc.gov

I will follow-up with answers to your questions about:

- notification from the Public Service Commission (“PSC”) that the hearing is canceled after they receive the statement that you have withdrawn the complaint
- have the PSC to receive and post your initial complaint as a “protestant” against CWS’ request for a rate increase

April Sharpe

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Frank Graziani